

MALVERN POLICE DEPARTMENT

JOB DESCRIPTION

POSITION: PUBLIC SERVICE OFFICER
(PART TIME)

DIVISION: POLICE

LOCATION: 215 EAST HIGHLAND

CLASSIFICATION: HOURLY WAGE, PART TIME

Revised: June 2009

This Job Description is not all-inclusive. It is our intent to provide as accurate a description as possible of the requirements, expectations, and tasks associated with this job position, but it is impossible to include all possible tasks associated with this position. The Chief of Police or his /her designated representative, as necessary to meet the needs of the department and the city, may include additional requirements, tasks, and expectations.

Supervisor

The Public Service Officer (PSO) performs assigned duties under the general supervision of a Police Sergeant or Corporal, as assigned by the Division Commander.

Physical Requirements:

- Must be at least 18 years of age;
- Shall meet all physical requirements required by the department;
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;
- While performing the duties of this job, the employee may be required to stand; walk; sit; run; use hands, fingers, feet; reach with hands and arms; talk or hear; jump; bend; squat; kneel;
- Operate emergency vehicle;
- Work in adverse weather conditions;
- Control and subdues violent persons;
- Lift, move and carry injured persons up to 200 pounds;
- Apply physical restraints to hostile persons;
- Defend self or others from personal assault by one or more combative persons;
- Walk up several flights of steps;

- Crawl through small openings;
- Crawl, stoop, and bend body in searching attics;
- Climb ladders to elevated rooftops;
- Forcibly enters doors, windows and other openings into structures;
- Run on level ground or uneven terrain or various terrain in pursuit of fleeing suspects;
- Restrain mentally ill or violent persons;
- Control hostile crowds, isolating violent persons;
- Physically control persons under the influence of hallucinogenic drugs;
- Physically restrain potential suicide victims;
- Assist in rescue operations, lifting, pulling or carrying injured persons or bodies from vehicles or drowning victims;
- Walk on patrol for maximum of twelve hours;
- Engage in extensive unarmed defense training;
- Apply escort holds to physically control combative persons;
- Disarm combative and hostile suspects;
- Crawl in confined spaces under houses to remove suspects;
- Search hillsides, open field and wooded areas for suspects or evidence;
- Perform emotionally or mentally stressful tasks for police officers;
- Respond to a call for assistance with severe mentally ill persons;
- Interact with persons and violators who are under the influence of alcohol, drugs, narcotics or used in combination with each other;
- Work in a criminal environment where it is not uncommon for suspects to attempt vehicular homicide;
- Meet the threats of danger for police officers;
- Be able to communicate effectively in English with persons of all ages, races, ethnicities, backgrounds, and mental and physical disabilities;

Qualifications, Education, and Training:

Minimum Requirements:

- Pass a criminal background investigation;
- Pass a general background check of current and previous employers, work history, and references;
- Must have a High School Diploma or equivalent;
- Must possess a valid Arkansas Driver's License;
- The ability to read and write English. The ability to effectively present information and respond to questions from the public in English;
- Must be capable of using basic computer programs, such as Word, Excel, and PowerPoint by Microsoft Inc., and using fine data bases and records management programs to complete required reports and research;
- Must pass a physical examination and drug screen;
- Must be eligible to be bonded;

Typical Duties:

Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.

- Give information and directions to, and assist the public;
- Maintain police records;
- Create backup files of records programs;
- Prepare listing of citations issued and the types of warrants served each day;
- Maintain monthly citation records;
- Prepare monthly reports for City Council Report;
- Separate, file, maintain, and ensure proper routing of all reports and documents;
- Give accurate testimony in court on behalf of the department; insure that the court is advised of warrant fees due;
- Post and maintain database of docket numbers assigned to citations and warrants;
- Prepare and distribute memorandums as directed by the Chief of Police, Assistant Chief of Police, or a supervisor;
- Maintain Memorandum and Special Order Manual;
- Prepare and ensure proper distribution of department manual additions;
- Process, file, and maintain Finger Print Cards and ensure proper routing;
- Process records check requests on individuals;
- Transcribe audiotapes of interviews as requested by Chief of Police, Assistant Chief of Police, or CID;
- Answer telephones and direct calls as necessary. Take accurate messages and forward them promptly;
- Distribute mail;
- May supervise community service workers, student workers, volunteers;
- May supervise and train new personnel as assigned;
- Assist officers in searching and processing prisoners;
- Monitor prisoners when officers must leave the station;
- Enforce Municipal Codes and issue citations and warnings;
- Serve subpoenas, Court Orders, and perform other Civil Process;
- Assist Police Officers as ordered;
- Assist the Animal Control Officer as ordered;
- Assist the City Code Enforcement Officer as ordered;
- Advise his/her supervisor of unusual findings and observations;
- Abide by the Malvern Police Department Organizational Statement, and the Malvern Police Department and City of Malvern policy manuals;
- Request advice and assistance from the supervisor in those matters that require a decision beyond the scope of his/her knowledge or authority;
- Does related work as required by the Malvern Police Department Chain of Command;

Knowledge, Skills, and Abilities:

Possession of the following knowledge, skills, and abilities at a level necessary to do police work:

- Interest in Police Work - willingness to handle routine, repetitive tasks; relate to others; work with minorities; work with fellow employees and officers and the general public; participate in situations which require courage; function in different roles; work under hostile conditions, change appearance for job requirements and conditions; accept new job duties; work 8-12 hour workday, 3-5 days per workweek;
- Ability to Take Orders - the ability to relate to supervisors; to maintain objectivity; take criticism, and control temper;
- Ability to Take Responsibility - ability to work without supervision; reliability; ability to participate in situations which require courage, refrain from abusing authority vested in official role; maintain confidentiality of information; and refrain from using excessive sick or unauthorized leave;
- Self-Control - the ability to control one's temper, maintain objectivity; take criticism, function under oral or physical stress; use authority effectively; and function in different roles;
- Ability to Communicate Effectively - the ability to testify accurately; obtain information from citizens under normal and stressful conditions; communicate effectively in person, in writing, and via telephone/radio, communicate verbally with others under stress, or who have mental or physical disabilities, and analyze material and situations;;
- Ability to Make Reasonable Decisions Rapidly - the ability to reason logically; apply discretion in maintaining confidentiality of information; observe and interpret what is observed; and apply good judgment;
- Willingness to support and abide by the Malvern Police Department Organizational Statement;
- Ability to Learn - the immediate potential to learn to write readable, comprehensible reports, letters, and memorandums; to read and interpret relevant procedural material; read maps; apply regulations;
- Emotional Stability - the ability to take verbal abuse; the possession of: compassion, tact; honesty, integrity, maturity, tolerance, self-confidence, and psychological stability; ability to meet the physical and psychological demands of public service work;
- Ability to Problem Solve - the ability to identify problems or issues that are of concern to residents of the City, and the ability to respond successfully to these problems through the resources of the Police Department, other City Departments, and/or other governmental or private agencies;
- Ability to Present a Professional Appearance – the ability to maintain good, healthy personal hygiene, and present a professional, well-groomed, neat, business-like appearance;
- The willingness to volunteer within the community to demonstrate support for the community;

Interpersonal Relationships:

- Maintain a harmonious work environment and relationship with all fellow employees of the City of Malvern and the Malvern Police Department;
- Promote good working relations in crime prevention and law enforcement matters by personally establishing good working conditions;
- Personal conduct and the manner in which you represent the department should leave no doubt as to your loyalty and interest in providing a safe environment for the citizens and visitors of the City of Malvern;
- Always employ diplomacy and tact with others, which is necessary to avoid antagonism and conflict;
- Treat all persons with respect and dignity unless they, by their own actions, will not allow it;
- Maintain an attitude of spontaneous willingness to render maximum assistance to all who require or request advice and guidance concerning matters within your jurisdiction;
- Demonstrate job performance which produces prompt and effective results;
- Demonstrate individual initiative when providing services;

Dependability:

- Keep the supervisor informed of anticipated or existing problems that tend to decrease the effectiveness of operations. When in your judgment exceptional action is warranted, you should make prompt, appropriate recommendations;
- Demonstrate that you can be depended upon to render appropriate assistance and accurate information to the supervisor;
- Report for assigned duty promptly. Must be present for duty at the appointed time, and dressed and equipped according to policy and/or supervisor's orders. Must demonstrate preparedness for duty by having current data and information necessary for the effective performance of duty;

Management and Planning:

- A Public Service Officer (PSO) works under supervision with authority to make decisions and take independent action in performance of daily assignments.
- Decisions will be based on factual information;
- Independent action taken will demonstrate good judgment and individual competence;
- When on duty with no direct supervision, all assignments and work will be accomplished in such a manner that will assure efficient duty performance;

Accuracy:

- With few exceptions, your recommendations and/or decisions must be dependable, accurate and tempered with good judgment;
- Decisions should be based on logical reasoning, a knowledge of departmental rules, regulations, policies and procedures, and an understanding of all factors involved;
- In daily operations, you are required to keep errors in writing to an absolute minimum. Particular attention will be given to accurate spelling, sentence structure, completeness;

Supervision Exercised:

- May assist in the training of new personnel;
- May supervise Community Service workers, student workers, volunteers, or other personnel as assigned;

Work Conditions:

- Generally, 20-28 hours per week, for up to 12 hours or more daily.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- While performing the duties of this job, the employee may be required to operate an automobile, use office equipment such as computers, calculators, telephones etc. The noise level in the work is usually low.

Special Conditions:

- Required to work a basic schedule depending on the needs of the department;
- May be required to work nights, weekends, and holidays;
- May be required to work under hostile conditions;
- May be required to work in inclement or dangerous weather conditions;

Care and Maintenance of Equipment:

- Perform office equipment, work equipment, and vehicle maintenance checks, insure that scheduled maintenance is provided, and inspect for equipment function and damage prior to tour of duty, promptly reporting any damage or unserviceable condition to the supervisor or the Assistant Chief of Police;
- Operate city vehicles in accordance with state and local laws and departmental policy.

Benefits

- Worker's Compensation.
- Paid vacation.
- Paid sick leave.
- Paid holidays.